Terms and Conditions

These Terms And Conditions may be changed from time to time, so you should review them whilst using Hayleys Happy Hounds services.  You should also print a copy for your reference.

All pets are subject to an initial assessment by Hayleys Happy Hounds before using any of our services.  This will involve getting to know you and your pet and a few details for their file. Hayleys Happy Hounds reserves the right to refuse to take on any pet deemed in their absolute discretion to be, or have potential to be, dangerous or disruptive.

The Client agrees to notify Hayleys Happy Hounds immediately of any unwelcome, aggressive or dangerous behaviour of their pet that has potential to cause harm to any person, livestock or any other animal.

The Client is responsible for any and all harm or damage caused by their pet whilst under the care of Hayleys Happy Hounds and agrees to compensate Hayleys Happy Hounds in full against any liability arising from such harm or damage.

Hayleys Happy Hounds offers services where dogs may be walked in small groups at times and the Client accepts that during the course of normal dog play their dog may sustain injuries.  I always carefully monitor all dog play to avoid injuries, but scratches, punctures, torn ligaments or other injuries may occur despite the best supervision.

Should Hayleys Happy Hounds seek treatment for any injuries or illnesses to a pet whilst under their care, the Client is responsible for the full cost together with any associated costs e.g. call-out charges.  The Client authorises Hayleys Happy Hounds to seek such veterinary advice and/or treatment as they deem necessary; where possible this will be carried out by the Client’s usual/preferred vet, but this cannot always be guaranteed e.g. in an emergency and the Client agrees to pay all such costs immediately.

The Client agrees to take any necessary measures to ensure their pet is continuously free of contagious, infectious, or otherwise communicable diseases or conditions.  The Client further agrees to notify Hayleys Happy Hounds immediately of any contagious, infectious or otherwise communicable diseases or conditions their pet has been exposed to or is affected by.

The Client accepts that even though their dog is vaccinated against Bordetella (Kennel Cough), there is a chance their dog can still contract Kennel Cough if in a group situation.  The Client agrees that they will not hold Hayleys Happy Hounds responsible if their dog contracts Kennel Cough.

The Client agrees to provide keys or [arrange access](https://www.ontheballwalkies.com/product-category/for-humans/security/) to their pet for the agreed appointment; failure to do so will result in a cancellation for that days service and will be paid in full by the Client.

The Client agrees to provide all [supplies](https://www.ontheballwalkies.com/pet-shop/) necessary for their pet to be adequately cared for in their absence.  Should their pet require any additional supplies whilst in the care of Hayleys Happy Hounds, the client agrees to repay Hayleys Happy Hounds in full and immediately for any purchases made for such supplies.  These include but are not limited to; pet food, litter, cleaning supplies, transportation, unexpected visits and emergency expenses for health care.

The Client agrees that Hayleys Happy Hounds is not responsible for any lost, stolen or damaged collars, tags, leads, clothing or any other item left with their pet.

The Client consents to their pet being photographed, videotaped and/or used in any media or advertising by Hayleys Happy Hounds.  All such media remain the property of Hayleys Happy Hounds.

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